

January 15, 2009

Mr. Patrick B. Kennedy
Area Case Director
Department of Education
Federal Student Aid, School Participation Team – Dallas
1999 Bryan Street, Suite 1410
Dallas, Texas 75201-6817

RE: Response to Incident Report, OPE ID No. 02341300

Dear Mr. Kennedy:

I am the President of Palo Alto College (PAC), one of the Alamo Community Colleges (ACC), and I am writing in response to your correspondence dated November 4, 2008, regarding the above-referenced Incident Report. As you indicated in your letter, ACC prepares a consolidated annual security report for all of the accredited colleges in the district. Consequently, PAC's statistics are contained in the consolidated report.

Your letter identified the following categories in which the ACC report had deficiencies relating to the PAC campus:

- 1. Access and Maintenance of Campus Facilities; and
- 2. Crime Categories.

Please be advised that the ACC consolidated report has been appropriately revised. Additionally, as per your request, enclosed please find the following documents:

- 1. Policy for Access and Maintenance of Campus Facilities that specifically addresses PAC's unique campus circumstances; and
- 2. Revised crime statistics in the required crime categories and geographic locations, as well as support for the crime statistics (contained in the 2007 Annual Security Report).

I trust that the enclosures herein cure all deficiencies noted in your letter. If you need additional information relating to PAC, please feel free to contact me at 210-486-3936. Thank you, in advance, for your time and consideration with this matter.

Sinceramente,

Dr. Ana M. Guzmán

Aux M. Degard

President

Enclosures

cc: Dr. Bruce H. Leslie, Chancellor, Alamo Community Colleges (w/enclosures)

ACCESS AND MAINTENANCE OF PALO ALTO COLLEGE CAMPUS FACILITIES

ACCESS

Custodians are responsible for opening all building entrance doors for operational days and hours and for securing the building entrance doors at closing. Generally, the buildings are opened at 6:00 a.m. and closed between 10:00 and 10:30 p.m. each day.

College faculty are responsible for opening and closing their offices and classrooms (where appropriate).

DPS personnel shall be responsible for opening and securing the buildings, when requested in writing, for special activities, events, and other functions, including construction, scheduled after duty hours and on weekends.

Key holders are responsible for the security of the key and to insure that the key is with them to avoid being "locked-out" of their room.

- A. Working spaces within buildings shall be classified into one of four categories: 1) classroom; 2) office; 3) laboratory; and 4) restricted. Spaces not specifically named above such as mechanical rooms, janitor closets, storage rooms, telecommunications rooms, etc., shall be classified the same as office space.
- B. A space may be classified as a RESTRICTED space only upon written approval of the college president. A listing of restricted space will be maintained by the College President's office with a copy provided to the District locksmith and the campus DPS office. The listing shall include location, room number, and responsible individual.
- C. A person without a key and needing access to a particular room should first contact the department chairperson or the college facilities coordinator to open the door. The college ACCESS PROCEDURE for opening locked doors shall adhere to the following Door Opening Policy:

Type of Space	Contact (in order)
Classroom	 Respective Department Chairperson Evening/Weekend Coordinator (after normal operating hours & on weekends) Campus DPS
Office	 Individual issued the key Respective Department Chairperson/Director

¹ Alamo Community College District does <u>not</u> have any on- or off-campus housing.

- 3. Evening/Weekend Coordinator (after normal operating hours & on weekends)
- 4. Campus DPS

Laboratory/Studio/Shop

- 1. Individual issued the key
- 2. Respective Department Chairperson/Director
- 3. Evening/Weekend Coordinator (after normal
- operating hours & on weekends)
 4. Campus DPS

Restricted

- 1. Individual issued the key
- 2. College President/Vice Chancellor

Department Chairpersons or Directors shall be responsible for making the necessary arrangements for those without keys.

- A. After normal operating hours and on weekends, access to buildings shall be restricted to the maximum extent possible, consistent with academic offerings and requirements. Opening of doors during these periods shall be in accordance with the ACCESS PROCEDURE. The standard chain-of-supervisions should be used whenever possible.
- B. Calling the DPS shall be considered only in an emergency situation. DPS shall maintain a record of all requests to them to open doors.
- C. Personnel from three specific facilities on the Palo Alto College campus (Convocation Center, Learning Resource Center, Natatorium/Gymnasium) shall adhere to the ACCESS PROCEDURE during normal operating hours but will also be responsible for opening, closing and securing the facilities during weekend and special events.
 - 1. Convocation Center- Will be opened, closed and secured by Fine Arts personnel.
 - 2. Learning Resource Center- Will be opened, closed and secured by Learning Resources Center personnel.
 - 3. Natatorium/Gymnasium- Will be opened, closed and secured by Natatorium personnel.

MAINTENANCE and REPAIR SERVICES

Maintenance Hotline: Requests for maintenance and repair services may be made by telephone to the Maintenance Work Control Technician on the Hotline.

- A. An emergency (utility failure, failure of a fire protection system; heating/cooling, or security alarm system, certain fire or safety hazards, etc.) will be responded to immediately. Maintenance will strive to complete the request within five working days.
- B. Routine requests will normally be completed in 30 days if supplies are in stock. The individual submitting the request for service will be provided the work order number

for purposes of tracking and will refer to that number for any follow-up action required.

College Facilities Superintendent or designee will review the work to be completed and approve or disapprove the work order.

- A. The Facilities Superintendent will certify the availability of funds for minor construction work and appoint a Facilities Coordinator to be point-of-contact for the college with the Facilities Department.
- B. The Facilities Superintendent will contact the Vice President for College Services with concerns relating to work orders.

Deans, Directors, and Department Chairpersons will submit only those requests required to support assigned missions.